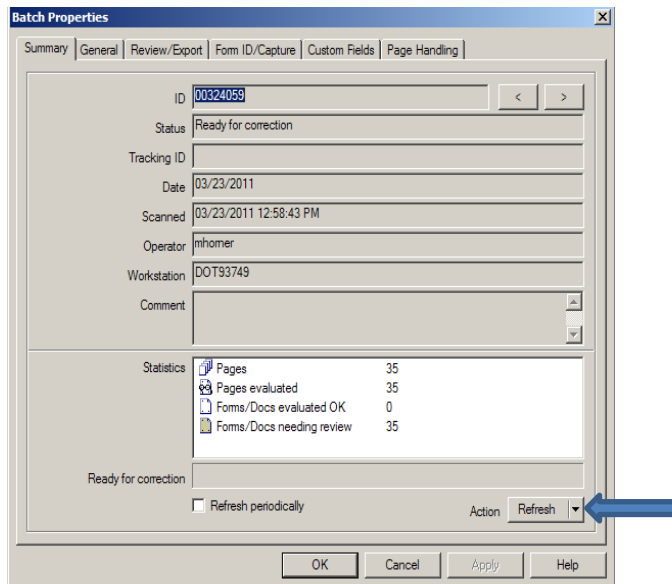


Teleform Batch Repair Instructions

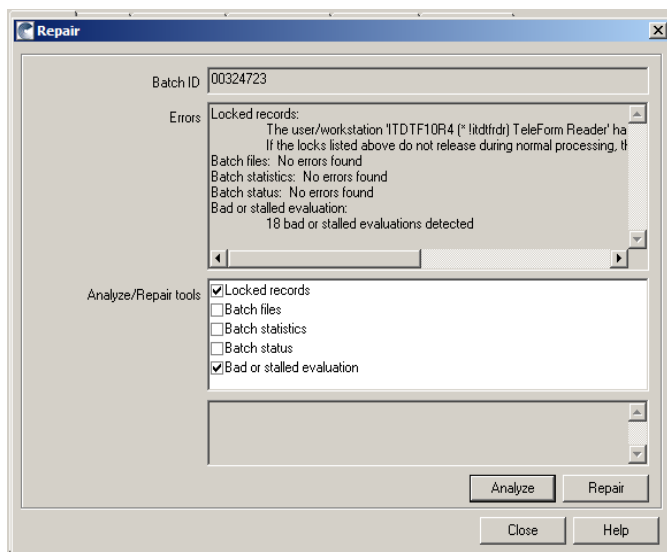
When you look at Verifier and see one of your batches in the Identifying or Evaluating state for more than 30 minutes, there is mostly likely a problem with the batch and you should do the following:

In Verifier

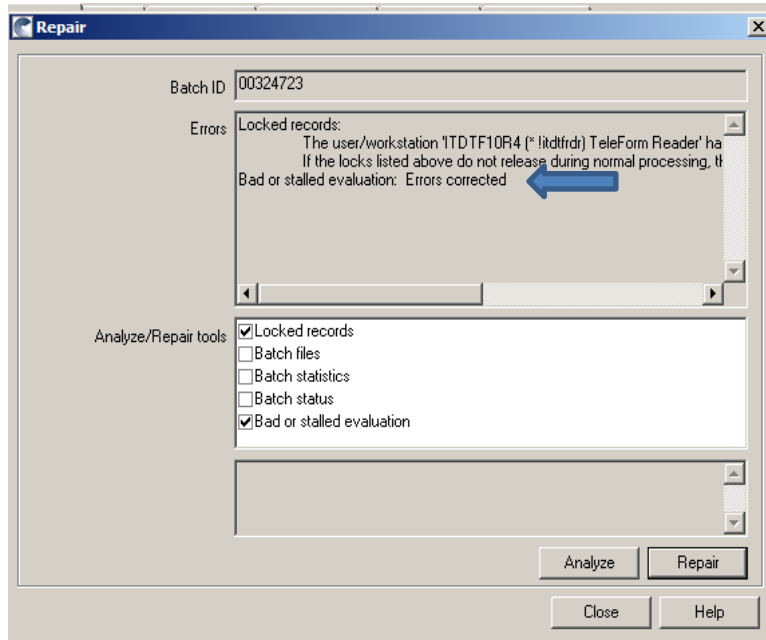
1. Select the batch by single clicking it
2. Click the Properties button on the right side of the screen or Right click the batch and select Properties.
3. The batch properties screen will open to the Summary tab. Go to Action and click the arrow and select Repair.



4. Click the Analyze button. You will most likely see one of two messages appear:
 - a. Bad or Stalled evaluations detected
 - b. Batch is locked by a Reader



5. If the Repair button lights up (goes from gray to black), click it. If the error message was Bad or Stalled Evaluations you should see the screen below.



6. If the window continues to just say batch is locked by a reader then you should report it to the ITD Help Desk.
7. Click the Close button.